



the newsletter for waverley housing tenants issue 9 – April 2017



Tenants making a difference

The Customer Review Panel which is made up of tenants, has completed its review of Waverley's re-let standard for empty homes before they are let to new tenants.

The Panel came up with a set of recommendations which were considered by our Board. Here are some of the recommendations which are going to be put in place as a result.

- The recruitment of another painter to work on empty properties.
- Enhanced cleaning of empty properties.
- Allocating additional funds to carry out works to walls, paths and steps in garden areas.

We will review the impact of these new measures after 6 months and hopefully our new tenants will reap the benefit of these recommended changes.

Are you interested in joining the Customer Review Panel?

Do get in touch for further information.

Your
annual rent
statement is
enclosed



Welcome to a bumper edition of At Home which takes us into Spring and beyond.

As a Waverley tenant, there are a whole host of things that you can get involved in this year; once again we will be rewarding good behaviour

with our Tenant Reward Scheme, we launch our Beautiful Garden Awards and Community Champion and Good Neighbour Awards and we encourage you to join our Charter Working Group too. There's also the opportunity to get even more involved and join the Board of Waverley.

As well as our regular tenant features, there are a wide variety of different articles and advice which will hopefully prove to be useful and interesting topics for you.

Yours Sincerely,

Margaret Ross *Chief Executive*

taking stock

our stock condition survey

We have started work on a Stock Condition Survey project. We aim to access and survey all properties by November 2018.



Our Clerk of Works, Alan Peffers has been appointed as our Surveyor until the project is complete. We would encourage you to allow him access to your home for the survey as this allows us to evaluate the condition of each individual home and determine what works are required and the anticipated timescales for these. This will then enable us to provide you with accurate replacement dates for the main components in your home e.g. kitchen, bathroom, windows, doors, heating and so on. We will attempt to make arrangements that suit you for access so there's no need to wait in.

Alan will always carry identification with him so please ask for this and do not allow access to anyone who cannot show you this.

planned maintenance programme 2017-18

369 planned works to properties this year

We are committed to spending £960,000 on our Planned Maintenance Programme this year. Here is a breakdown of the planned works, and all tenants included in this programme will be contacted well in advance to advise of the work that is scheduled.

But because we have to carry out the work over the year, we cannot complete all work at the beginning of the year. We would therefore appreciate your patience and we will be in touch with you to arrange installation dates as soon as we can.

PLANNED WORKS	NUMBER OF PROPERTIES
Bathroom Replacements	57
Boiler & Radiator Replacements	74
Doors	65
External Works	40
Replacement Extractor Fans	29
Kitchen Replacements	85
Shower Replacements	7
Window Replacements	12
Total	369

Painting Programme for 2017-18

We will be spending £100,000 on cyclical painting this year which includes painting railings, windows, fascia boards, downpipes/rhones, timber doors, etc. The painting programme will be carried out in the following areas:

	NUMBER OF PROPERTIES
Ancrum	3
Bowden	1
Galashiels	37
Hawick	105
Jedburgh	98
Kelso	13
Lauder	2
Melrose	6
Morebattle	1
Newcastleton	3
Newtown St Boswells	34
Total	303



Greg Easton
Clerk of Works

how did we do? responding to repairs 2016-17

We have completed **3,728 repairs** so far this year. Of these repairs, 3,700 were completed on or before the target date (that's 99.2% on target). Of the qualifying repairs, 3,459 were completed 'right first time' which equates to 99.1%.



complaints

Stage One Complaints Breakdown by Service Area

Service Area	Complaints Received
Annual gas servicing	10
Planned Maintenance	4
Responsive Repairs	26
Staff Conduct	3
Standards of the home when moving in (new tenants)	8
Housing Management – Rent issue	2
Total Stage 1 complaints	53

Stage Two Complaints Breakdown by Service Area

Service Area	Complaints Received
Annual Gas Servicing – forced access	1
Responsive Repair	2
Allocations – Priority Pass Appeal	1
Total Stage 2 complaints	4

As at the end of February 2017, Waverley has received a total of 57 complaints – 53 complaints were categorised as Stage One (early resolution) with the remaining 4 complaints being categorised as Stage Two (requiring more in-depth investigation).

We are delighted to report that we were able to respond to all 57 complaints within our target timescales of 5 working days (Stage One) and 20 working days (Stage Two). 38 of the Stage One complaints received were upheld and 2 of the Stage Two complaints.

Learning from complaints:

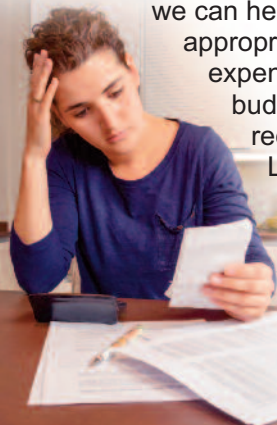
- As a result of complaints regarding our Relet Standard, our Customer Review Panel engaged in reviewing our Relet Standards and a number of their recommendations have been put in place to improve standards for new tenants.
- Regular meetings are held with our Gas Contractor to minimise complaints about appointment scheduling and failed appointments.
- Review of our Gas Servicing Policy and Procedures in relation to Forced Access.

are you struggling to pay your rent?

Waverley Housing's primary source of income is of course rent from you, our tenants. Since April last year however, we have unfortunately been required to carry out ten evictions for rent arrears. Eviction is always a last resort and Waverley does all it can to prevent removing people from their homes but we also need to protect the interests of our other tenants who do pay their rent.

We recognise that personal circumstances can affect tenants, and if you are struggling with your rent then we can help you, but only if you let us know. Once you tell us, there are lots of ways that we can help you; we can check that you are receiving the appropriate benefits, we can carry out an income and expenditure exercise to help you to prioritise your budget and agree affordable re-payment plans to reduce rent arrears, thus avoiding any unnecessary Legal Action and further costs to you.

If we contact you regarding rent arrears, please don't ignore us, you should contact us immediately on (01450) 364200 or info@waverley-housing.co.uk to speak to your Housing Officer or make an appointment with our independent Financial Inclusion Officer.



worried about money?

Keeping on top of your finances can be difficult but did you know that Waverley can help you?

Our independent Financial Inclusion Officer Derek Grieve can provide you with the confidence, knowledge and tools to get on top of your finances and keep them under control.



As well as this we have helped more than 120 tenants to obtain additional income of over £150,000 by applying for the following benefits that they are entitled to:

Type of Benefit applied for	Total gained for our tenants
Housing Benefit	£43,204
Council Tax Reduction	£6,332
Disability Living Allowance/ Personal Independence Payment	£108,680



If you'd like our help, why not call Derek for a confidential chat on 07899 943 644 or send an email to derek.grieve@fipb.org.uk.

our charter working group needs you!

Our annual Tenants Charter Report informs tenants how we have performed throughout the year.

The 2016/17 edition will be sent to you at the end of October this year but ahead of this we need your help. To make the Charter Report as meaningful as possible for all tenants, we need your feedback on the service areas and performance that you are interested in.

To get involved in the Charter Working Group, call Business Support Manager, Margaret Hogg on (01450) 364205 for a chat about what's involved.

meet Aileen

Aileen Rafferty is our newest member of our Customer Services Team.

Aileen's role is to provide frontline help and assistance to our many customers, so when you call into our office or contact Waverley on the phone, Aileen may very well be the person you speak with.





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 www.waverley-housing.co.uk

opening hours
 Monday to Thursday
 8.45am to 5pm
 Friday 8.45am to 3.30pm



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rewarding good behaviour

Waverley Housing are keen to recognise and encourage good tenant behaviour through our Tenant Reward Scheme, which rewards tenants who:

- **Pay their rent on time,**
- **Make payments by direct debit,**
- **Provide us with feedback on our services.**

For further details of our Incentives and Rewards visit www.waverley-housing.co.uk/tenant-zone/tenant-reward-scheme

This could be you! Our winners for October to December 2016 were:

Mr Kowbel - £250 voucher, Mr McMullen - £50 voucher, Mr and Mrs Murphy - £100 voucher, Mr Brown - £300 voucher for providing his feedback on our Annual Tenant Satisfaction Survey. The results of the Survey will be included in the next edition.



Mr Brown receiving his prize from Housing Services Manager, Lenore Suddon

community champion and good neighbour award

We all know people who 'go the extra mile' by working in their community or helping their neighbours in some kind way and we think that their efforts should be recognised and rewarded.

Our annual Community Champion and Good Neighbour Award presents £100 in shopping vouchers to one worthy winner. If you know someone who you think fits this description and deserves recognition, then why not nominate them?

It's easy, just tell us a little bit about the person you are nominating and the work that they do. Nominations should be submitted by 31st December 2017.

enjoy your garden Beautiful Garden Awards 2017

Spring has finally sprung and to get everyone in the mood for summer we are launching our Beautiful Garden Awards for 2017. This year we would like as many of you as possible to get involved and really enjoy your garden.

We are taking entries for:

- Best Individual Garden
- Best Basket/Planter
- Best Communal Garden
- Budding Gardener Award - best newcomer

Closing date for entries is Friday 30th June 2017 and judging will take place during July. If you would like more information please contact us on 01450 364200 or email us at info@waverley-housing.co.uk.

estate walkabouts

We arranged three Estate Walkabouts last summer in Jedburgh and Hawick providing an opportunity for local residents to meet with our staff and to raise any issues of concern. As a result, we were able to deal with a number of matters including repainting of railings and wall repairs in Grieve Avenue Jedburgh, carrying out tree works in Stirches, Hawick and we are planning to undertake some wall repairs in the Wilson Drive area of Hawick.


If you would like an Estate Walkabout in your area, please let us know.

rent statement

Your annual Rent Statement is enclosed with this edition. This shows you all the transactions on your account for the financial year April 2016 to March 2017.

Any queries, please contact us.

Greenskye thinking

GreenSkye Energy  have been instructed to survey our properties with regards to energy efficiency to plan future programmes. All surveyors will carry ID but please ensure you see this prior to allowing access.

Any queries, please contact 0800 104105



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